AGILITY & QUALITY

CORE SERVICES | CONSULTANCY SERVICES | MANAGED SERVICES

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INTRODUCTION

We pride ourselves on our empathetic approach to problem resolution. With our Customer, Value and Time To Learn based delivery focus, we are able to navigate today's complex Business problems and deliver effective, valuable solutions in Project/Programme Delivery and Quality Assurance.

We are true leaders in our field having worked for and with some of the largest UK and Global corporates and organisations for over 30 years. Our repeat Business is testament to the value provided to our Customers.

We offer a variety of core and bespoke services to meet your needs including but not limited to the following:

- Agile Leadership
  - Transformation & Scaling
  - Scrum Master & Coaching
  - Product Ownership
- Quality Assurance
- Test Management
- Delivery & Project Management
- PMO Functions
- Tailored Managed Services

We will work with you to understand your needs and your problems and will tailor solutions specifically to those needs.

We pride ourselves on the value added to each and every assignment. This includes providing managed transitions through Knowledge Transfer (KT), through handover of re-usable assets and leaving a legacy of high value, mature and autonomous teams.

We thank you for taking the time to look through our Case Studies and will be only too happy to discuss your needs and how we can help you.

CASE STUDY 1 – DO WE HAVE A PROBLEM?

CLIENT SITUATION

Deep into a Digital PaaS Transformation Programme, an audit flagged lack of attention to Non-Functional Requirements.

The exec and senior programme management team recognised the risk this could pose to their customers, to satisfying regulatory requirements and meeting internal Business & IT Operational needs.

DO WE HAVE A PROBLEM?

The short-term requirement was to establish the risk of exposure and degree of impact.

WHAT DO WE NEED?

An initial discovery exercise determined:

Lack of:
- Non-Functional Requirements & their acceptance criteria
- Insufficient coverage of Non-Functional behaviours
- Organisational appreciation and maturity to deliver the necessary remedial activities

SOLUTION

To take Technical Product Ownership for the delivery of required behaviours in:

- Security
- Performance
- Operability, Maintainability & Supportability
- Usability, Accessibility & Compatibility

IMPLEMENTATION

A Value Team was established to:

1. Agree NFR's
2. Develop Design to Operate Principles along with acceptance criteria
3. Architect/Re-architect all aspects of Infrastructure & application configuration and development
4. Build the appropriate environments and tooling
5. Plan and manage technical deliveries and their dependencies
6. Implement governance
7. Learn & Adapt

Scrum Teams were established to:

1. Design
2. Build/Configure, Engineer/Optimise & Test
3. Deliver
4. Learn & Adapt

OUTCOMES

- Frequent, successful production releases were executed with key consideration to delivery of:
  - Security, performance and operable, maintainable and usable applications & infrastructure
- Delivery of the clients first Agile Scrum implementations with a legacy framework, teams with a greater degree of autonomy and a mid-level degree of maturity.
- Enhanced practices and ability to continuously improve.
- Satisfied customers, stakeholders, internal users and regulators.
- Audit requirements satisfied.

CASE STUDY 2 – WE'RE AGILE AND OUR QUALITY IS SUFFERING?

CLIENT SITUATION

Early adopters of Scrum & Kanban, my client's project was suffering from:
- Low quality deliveries & build-up of technical debt
- Stakeholder dissatisfaction
- Low Scrum team morale
- Lack of autonomy

Whilst they believed they were doing right, they had in fact selectively applied elements of the Scrum framework only to find they had created an untenable situation and were losing faith in Agile.

SOLUTION

To assess the status quo and to define and implement an improvement plan with the view to rollout at an organisation level.
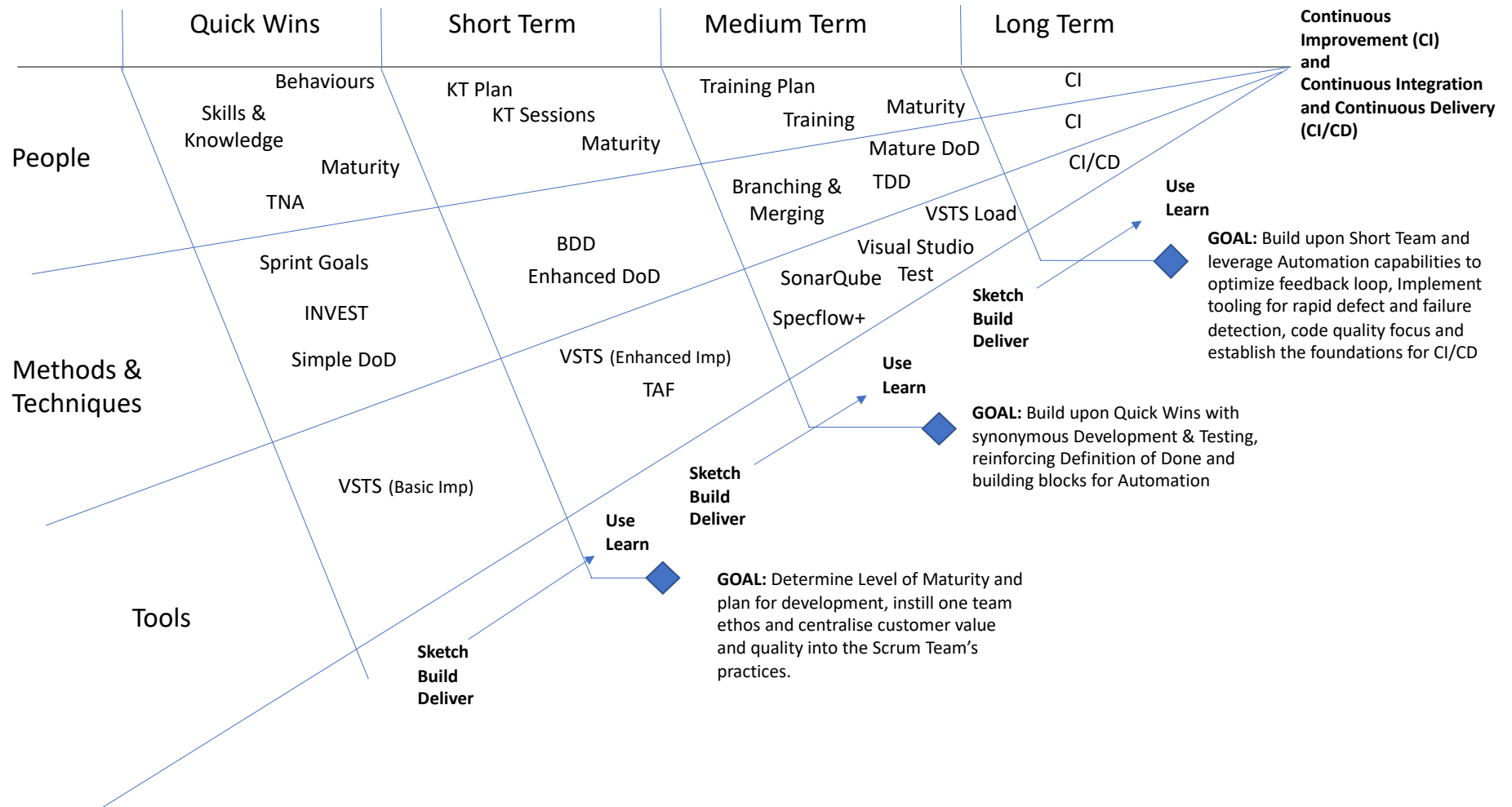
IMPLEMENTATION

Week 1 – Situation Assessed and Improvement Roadmap Delivered (see next page).

The foundation of the Improvement Roadmap was to set short, medium and long term improvement goals, measure them in short Time To Learn (T2L) cycles, develop next optimal moves and instil a customer value & quality delivery ethos.

OUTCOMES

- Cohesive, unified Scrum Team.
- Healthy working environment.
- Quick feedback.
- Managed Workflow.
- High degree of customer engagement, involvement and satisfaction.
- Ability and tools to continuously improve.
- Clearly articulated, valuable and deliverable Sprint Goals.
- Limited Work In Progress.
- Automated Build Testing & Deployments.
- High degree of quality.

Improvement Roadmap

People

Methods & Techniques

Tools

Quick Wins | **Short Term** | **Medium Term** | **Long Term**

Continuous Improvement (CI) and Continuous Integration and Continuous Delivery (CI/CD)

Behaviours
Skills & Knowledge
Maturity
TNA

KT Plan
KT Sessions
Maturity

Training Plan
Training
Maturity
Mature DoD

CI
CI
CI/CD

Sprint Goals
INVEST
Simple DoD

BDD
Enhanced DoD

Branching & Merging
TDD
VSTS Load
Visual Studio Test
SonarQube
Specflow+

VSTS (Basic Imp)

VSTS (Enhanced Imp)
TAF

Use Learn

Sketch Build Deliver

Use Learn

Sketch Build Deliver

Use Learn

Sketch Build Deliver

Use Learn

GOAL: Determine Level of Maturity and plan for development, instill one team ethos and centralise customer value and quality into the Scrum Team's practices.

GOAL: Build upon Quick Wins with synonymous Development & Testing, reinforcing Definition of Done and building blocks for Automation

GOAL: Build upon Short Team and leverage Automation capabilities to optimize feedback loop, Implement tooling for rapid defect and failure detection, code quality focus and establish the foundations for CI/CD

CASE STUDY 3 – A STRATEGY WITH A DIFFERENCE

CLIENT SITUATION

A replacement Digital PaaS solution for disparate legacy on-premise in-house developed applications required an appropriate Programme Test Strategy.

The client needed a short-term assignment to deliver an all-encompassing, digestible Test Strategy that could be implemented and executed by a relatively inexperienced Test Team.

SOLUTION

Covering all aspects of Testing and Quality Assurance within the context of an Agile Scrum delivery employing DevOps, the Test Strategy addressed:

- Why
- What
- How
- Who
- Where
- When

IMPLEMENTATION

Produced in collaboration with the SI partner, the Test Strategy defined the scope and approach, responsibilities of the SI partner and the client, the logical and physical test locations including environments, tooling & governance.

The Test Strategy called upon a number of bespoke developed discrete workpackages of guides, tools and processes and procedures that could be followed by the Scrum Teams.

Such guides and tools included but were not limited to:

- How to develop BDD Tests
- How to set up and run tests in Zephyr
- Assessing Requirements testability

OUTCOMES

- Fit for purpose Programme Test Strategy
- Re-usable assets that were put into a Configuration Management Library for re-use on latter programme stages/phases and other programmes/projects within the organisation.
- Executable abridged Mind Map constructed version of the Test Strategy (see next page)
- Scrum Team with mid-level maturity in CI/CD, Shift Left Testing and Test Automation

Interactive Abridged Test Strategy with executable, re-usable resources
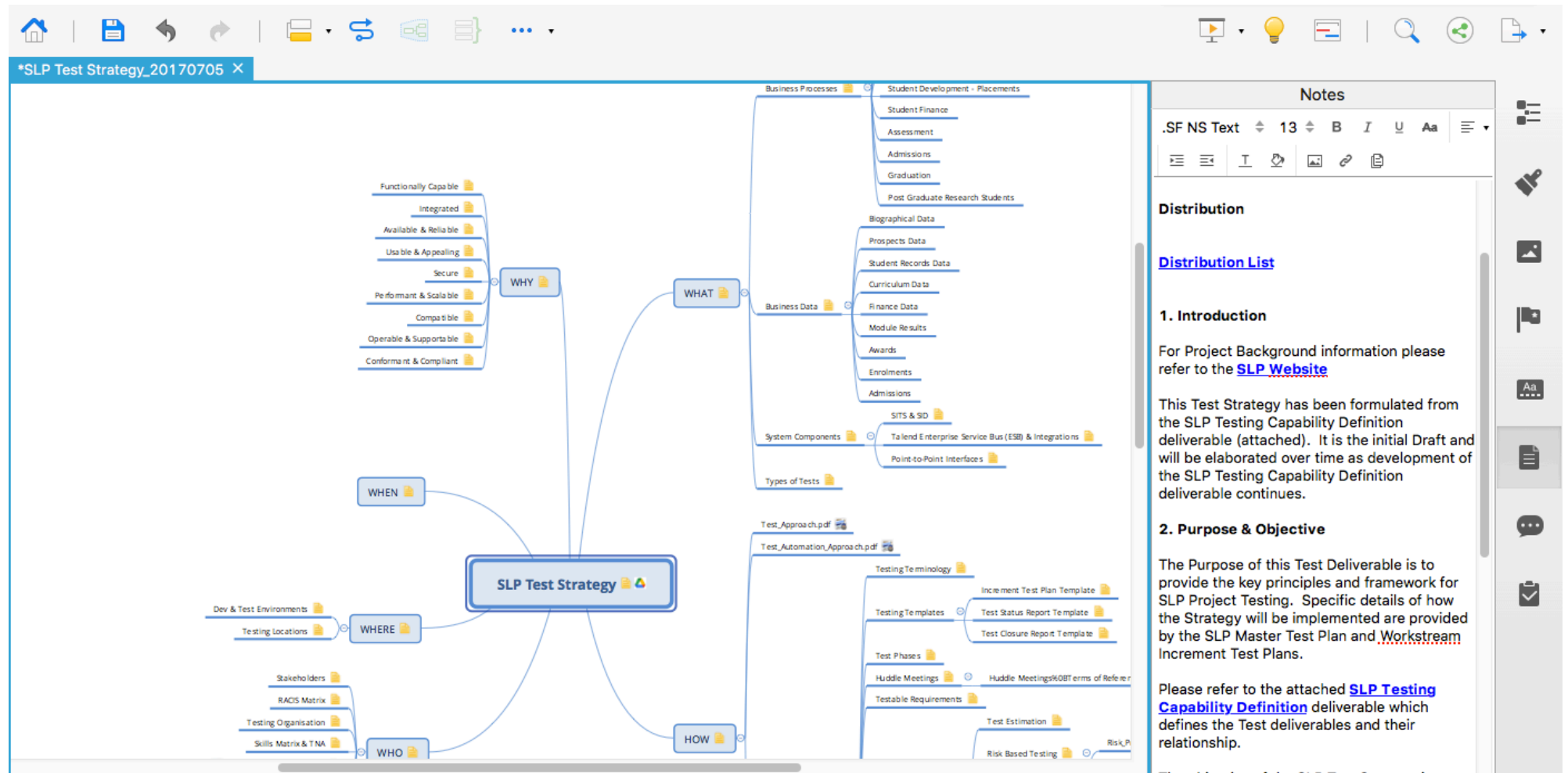
Thank you for taking the time to look at a snapshot of our offerings describing a small example of the types of situations we have found ourselves and have provided solutions for.

Our assignments can be as short or as long as is necessary to meet the desired outcomes. Typically, our assignments can last for several weeks to deliver a bespoke tailored Test Strategy to several months to build and operate a managed service from scratch to years in delivering consultancy services.

For a consultation to see how we might help you, please contact us on consulting@virtuosit.co.uk in the first instance

THANK YOU